

A Message to Our Biopharma Partners about COVID-19 and Our Response

Valued Biopharma Partner,

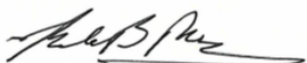
During the COVID-19 global pandemic, Biologics by McKesson is doing everything we can to monitor the situation, reduce risk and keep our operations running smoothly. We know that the potential for business disruption is an area of great concern, and we want to assure you that business continuity during the pandemic is a top priority. We are closely monitoring the situation as it rapidly evolves and have been hard at work testing and revising our business continuity plan in light of this unprecedented situation. This plan is designed to minimize disruption while protecting our employees, customers and patients.

Currently, we are taking every precaution to ensure our workforce stays safe and healthy while distributing your therapy to patients. We are also preparing measures that will enable us to continue distribution in a variety of circumstances. For more information on our current state and future plans for business continuity, please see the enclosed Frequently Asked Questions.

We are constantly reviewing our policies and plans, and they continue to evolve during this fluid situation. For the most up-to-date information about our company's response to COVID-19, please visit McKesson.com or reach out to your Account Manager.

Thank you for your partnership and trust. We wish you, your colleagues and families health and safety during these challenging times. We will continue to keep you informed as the situation develops.

Regards,



Rob Brown
General Manager, Biologics by McKesson

Frequently Asked Questions | Biologics by McKesson's COVID-19 Response

Updated April 7, 2020

Q: How many members of your fulfillment and inventory teams are contractors vs. full-time employees?

A: Over 90% of our essential employees on the fulfillment and inventory teams are full-time employees.

Q: What steps are being taken to secure staffing for the inventory and fulfillment teams, as we expect there will be staffing challenges due to the virus?

A: First, we are ensuring our staff can get to the pharmacy. We are working with local Emergency Management agencies to allow unrestricted travel for essential employees to our pharmacy, which is pre-designated as an essential facility.

Next, while we do not anticipate any staffing challenges, we are putting measures in place to identify essential dispensing staff and redundancy, identify additional personnel in other areas of the company who can fill in if needed, and proactively implement expedited hiring practices.

Q: If Biologics is shut down, is there another McKesson pharmacy that can handle our shipments? How long would Biologics be down?

A: Absolutely. We are currently planning for shipments to go out from an alternate location should our Cary, NC, pharmacy need to close. Our plans include:

- Arranging to order inventory to the alternate site, and/or transferring current inventory to the alternate site where appropriate
- Continuing the same level of data collection and reporting at the alternate location that we have been providing from our Cary location
- Confirming cross-site access and VPN access for both sites
- Developing workflow protocols for shared prescription processing
- Reconciliation of records and/or patients dispensed from the alternate site

We cannot say at this point how long our Cary pharmacy would be closed, should the worst happen, but we can tell you that we will work as quickly as possible to reopen it while taking employee and patient health into account.

Q: Have you received any proactive updates from the carriers (FedEx, UPS or DHL) regarding potential delays for patient shipments?

A: We are closely monitoring any delays that could come from carriers. Their teams are experienced with adapting to changing conditions and are developing contingency plans to address potential sources of disruption in air and ground networks. They are continuing to serve the supply chain needs of businesses during this time. As this situation is evolving rapidly, carriers like [FedEx](#) and [UPS](#) have created web pages with information on how they are responding to COVID-19 that you can reference at any time.

Additionally, we understand some patients may be concerned about our ability to ship during a lockdown. We want to reassure you and them that Biologics is exempt from any lockdown restrictions since we are designated as a healthcare company and pharmacy distribution center.

Q: Are you expecting delays or restrictions on shipments through FedEx?

A: So far, we are not expecting any delays but we are planning accordingly. We are extending shipping pickup times and working with additional shipping carriers. Also, we are considering alternative suppliers for essential packaging needs and alternative airlines for commercial delivery.

Q: How many payer refill overrides are taking place? Are specific drugs being refilled sooner than others?

A: Most payers we work with are being collaborative and supportive of overrides given the current state of the COVID-19 pandemic. However, we are not seeing a high percentage of patients or providers requesting this, and it has not been localized to any one product or even subset of products, therapies or disease states. Additionally, we are avoiding sending out 90-day supplies except in extreme cases because we feel it is our responsibility to keep the supply chain intact and ensure there is enough supply for all our patients.

Q: Do you have plans to order more inventory?

A: Yes—in some cases, we are increasing inventory levels to ensure availability.